

## **INSTALLATION OF EQUIPMENT IN THE SALT LAKE AND RICHFIELD OPERATIONS CENTERS**

Effective: November 11, 2002  
Revised: December 24, 2002  
Owner: Norm Johnson / Marsha Dotson

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### **PURPOSE**

To define the policy for installing equipment in the Salt Lake Operations Center (SOC), 1100 State Office Building, Salt Lake City, Utah, and/or the Richfield Operations Center (ROC), 350 S 900 W, Richfield, Utah.

### **SCOPE**

This policy applies to all employees in the Division of Information Technology Services and to the Customers of ITS that wish to have equipment installed at the Salt Lake Operations Center, 1100 State Office Building, Salt Lake City, Utah, or the Richfield Operations Center, 350 S 900 W, Richfield, Utah..

### **POLICY**

All equipment installations at the Salt Lake Operations Center or the Richfield Operations Center must be coordinated with the ITS Operations Systems Administration Group. Prior to ordering equipment, Operations must be contacted to ensure that the equipment meets environmental and/or specification for installation in the SOC or ROC. The ITS Operations Group will determine the location of the equipment and order any electrical connections, phone lines, or racks required, based on defined specification. Sufficient lead time, to acquire connectors, schedule electricians, order phone lines, etcetera, for the installation of equipment, must be given. Generally three weeks advanced notice is required. Where possible all equipment should be “rack” mounted to conform with the data center environment.



### PROCEDURE

#### *Responsibility / Action*

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##### ITS Staff Requesting Installation

1. Contact Operations System Administration for approval of equipment prior to ordering. For deliveries to the SOC or the ROC, the P.O. and responsible party must be included on the shipping ticket. A copy of the P.O. must be forwarded to Systems Administration in accordance with the *“Receiving Merchandise and Equipment Policy and Procedure.”*

Three weeks prior to installation, submit a request for installation in the AR system. Schedule an installation meeting, including System Administration staff and the vendor, if appropriate. Provide information regarding any special electrical requirements, cable requirements, data or phone line requirements, as well as floor space requirements, equipment dimensions, and the names of persons needing access to maintain the equipment, including Vendors.

3. A member of the Systems Administration staff should be the contact for delivery of the equipment. Information needed includes the expected arrival date and time, delivery carrier, and the space required for a staging area. Advise the carrier of space limitations for delivery trucks during business hours.
4. Upon arrival of the equipment, Systems Administration staff will notify the requestor of its arrival. The requestor will perform an inspection of the equipment.
5. Provide System Administration with any operational procedures and/or contacts who should be informed in the event of equipment failure.

##### Outside Agency

1. Obtain the ITS Director's approval for installation of equipment within the ITS facility. Complete a hosting agreement, a memo of understanding, an SLA, and/or any other necessary documentation.
2. Three weeks prior to installation, or as soon as you are aware of the equipment order, submit a request for installation via the AR system to Systems Administration. For deliveries to the SOC or the ROC the P.O. and the name of a responsible party must be included on the shipping ticket. A copy of the P.O.



must be forwarded to ITS Systems Administration.

Schedule an installation meeting with Systems Administration and provide information regarding any special electrical requirements, cable requirements, and data or phone line requirements, as well as floor space requirements, equipment dimensions, and the names of persons needing access to maintain the equipment, including Vendors.

A member of the Systems Administration staff should be the contact for delivery of equipment. Information needed includes the expected arrival date and time, the delivery carrier, and the space required for a staging area.

Upon arrival of the equipment, Systems Administration will notify the requestor of arrival. The requestor will perform an inspection of equipment.

Provide System Administration with any operational procedures and/or contacts who should be informed in the event of equipment failure.

### Systems Administration

1. Upon receipt of an AR request, attend or schedule a meeting with the requestor to review installation plans.
2. Determine the location of the equipment to be installed.
3. Schedule electrical work, connectors, cables, phone lines, etcetera, requested.
4. Upon the arrival of the equipment, verify the P.O., notify the requestor to perform an inspection, record the serial number and forward to the appropriate accounting personnel, and provide the staging area and receive the equipment.
5. Schedule and coordinate the installation date with the Section or Agency involved and/or the vendor at the request of the equipment owner.

Prepare any operational instructions necessary for support

